

Role Description

Dinosaur Volunteer

Cluster	The Department of Climate Change, Energy, the Environment and Water
Agency	Environment and Heritage Group
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo
Role Type	Volunteer
Time Commitment	Roster: One regular day per week OR one regular day per fortnight Shift times: 10.00am-4.00pm OR 10:00am-2:00pm (December 2026 – April 2027)
Training Required	Volunteer Induction & eLearning Modules
Date of Approval	2026
Agency Website	www.taronga.org.au

Agency overview

The **Department of Climate Change, Energy, the Environment and Water** brings together the functions from the former Planning and Environment. **Taronga Conservation Society Australia (Taronga)** forms part of NSW DCCEW and reports into the Environment and Heritage Group. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife, and inspire community action.

Primary purpose of Taronga Volunteer roles

Taronga volunteers support the Taronga Conservation Society to achieve their vision of 'Securing a Shared Future for Wildlife and People'.

Primary purpose of the Dinosaur Volunteer role

Through unique experiences, special events and memorable guest interactions, Taronga inspires guests to be 'For the Wild'. As part of this commitment, Taronga is proud to present **Dinos at Taronga**, an immersive prehistoric experience designed to educate, inspire and connect visitors of all ages with the world of dinosaurs.

As a Dinosaur Volunteer, you will help bring this experience to life by engaging with guests across a range of interactive activities and dinosaur-themed activations. Working alongside the Guest Experience and Events teams, you will support visitor participation, share information, and help create memorable moments for our guests.

This role is ideal for enthusiastic, energetic and customer service-focused individuals who enjoy interacting with people and contributing to fun, educational experiences.

Key accountabilities

- Assist visitors at the Fossil Dig, encouraging participation and helping guests uncover prehistoric discoveries.
- Support and operate Roving Puppet experiences, engaging with visitors throughout the zoo grounds and creating memorable photo opportunities.
- Assist with Dino Encounters, including queue management, guest interactions, and supporting the safe operation of dinosaur meet-and-greet activities.
- Support the "Dinos Alive" Show at the Centenary Theatre by welcoming guests, assisting with seating, managing audience flow, and providing event support as required.
- Encourage visitor participation and help answer general questions about activities and event schedules.

- Assist with the setup, operation, and pack down of dinosaur activations and event spaces.
- Help maintain a safe, welcoming, and enjoyable environment for all guests.
- Represent Taronga positively and professionally at all times.
- Demonstrate flexibility in a fast-paced and changeable environment.
- Work effectively both as part of a diverse team and autonomously.
- Be proactive in problem solving, including resolving customer feedback.
- Lead by example with kindness and positivity.

Role dimensions

Decision making

At times, volunteers will be required to work autonomously and make minor decisions, however this position works under close supervision and direction of the Guest Experience Coordinators and the Events Team

Reporting line

This position reports to the Guest Experience and Commercial Operations Team.

Direct reports

There are no positions reporting directly to the role.

Budget/Expenditure

NIL

Essential requirements

- Available 7 days per week, Monday to Sunday
 - One regular rostered day per week OR per fortnight
 - Shift times are 10am-4pm OR 10am-2pm
- Willingness to commit to our volunteer program for the duration of **Dinos at Taronga**
- Must be capable of working the entire shift in all weather conditions, with a good level of fitness and stamina whilst navigating the steep site of Taronga Zoo Sydney (estimated 10,000 steps per shift)
- A passion for conservation and a willingness to learn about Taronga's activities and programs, and an interest in sustainability and educating others
- Great communication and interpersonal skills and excellent customer service skills
- Commitment, punctuality, reliability, and a professional, friendly manner
- Ability to work autonomously and as part of a diverse team
- Attention to detail and ability to follow instructions